Standard Operating Procedures and Acceptable Quality Levels For Performance Under the Section 8 ACC

Purpose: The purpose of these procedures and quality levels is to clarify and bring consistency to the application of the provisions of the Annual Contributions Contract (ACC) and to facilitate the process of reviewing the performance of the Performance Based Contract Administrator (PBCA) by the CAOM and SPM. This is not intended to be a step-by-step processing guide for the performance of the 16 IBPSs. These SOPs and Quality Levels apply to PBCAs in Arizona, Hawaii, Nevada and Northern California and to all Hub and Field Office staff involved in monitoring PBCA performance.

General Operating Procedures: The following procedures are not necessarily IBPS specific but can apply to several tasks:

PBCA Procedures

1. The PBCA will enter all required data inputs into REMS as recordable relevant activities occur but no later than the 10th business day of each month with the exception of IBPS #3 which requires entry by the 5th business day.   There are ten (10) IBPSs with time sensitive reporting requirements (1-5, 8-10, 14 and 16). It is especially important that REMS has current property information as it is the primary source of information for the HUD field and Headquarters offices.

2. Any actions not entered in REMS and consequently not showing on the CAOM database will not be considered as work performed unless the PBCA provides an adequate justification to warrant an exemption. Failure to enter the action or provide a justification can adversely affect compliance with the AQL and possibly result in a disincentive depending on which IBPS is involved.

3. The PBCA will use the REMS Data Input Instruction (**Attachment 1**) as a guide to entering the important actions into REMS.

4. The PBCA will submit a monthly report to the CAOM and the SPM no later than the tenth business day of each month that will include all actions performed with respect to the items scheduled in the Annual Work Plan for each IBPS. The PBCA should include an explanation of any performance deficiencies or problems encountered in attaining the AQL level for each IBPS. Be sure to include any mitigating circumstances that were beyond the PBCA's control. The report is also to include successes, noteworthy events, issues, problems and hot topics occurring during the month.

Project Manager Procedures

1. The Project Manager (PM) assigned to the project will review the CAOM database and the PBCA's monthly report and will verify the dates in REMS.

2. The PMs will make their best effort to prepare their reports for the Senior Project Manager (SPM) by the 20th calendar day of the month and will address the PBCA's quality of work and comment on any mitigating circumstances the PBCA may be claiming for non compliant performance. The quality of their report is considered more important than meeting the precise day of the month.

3. The PM will review submitted copies of MORs for quality and for any situations that might require HUD action.

4. The Senior Project Manager (SPM) will consolidate the PM's reports into an SPM report and submit to the CAOM no later than the 25th calendar day of the month. In preparing this report, the SPM will discuss any disputed or apparently conflicting information with the PBCA to resolve the conflict, if possible, prior to making a final submission of the month's data to the CAOM. The SPM will make a recommendation regarding incentives and disincentives based on the PM findings.

5. The SPM will include a Quality of Work section in the monthly report based on both their own expertise and the Criteria for Acceptable Quality of Work delineated in **Attachment 2.**

CAOM Procedures

1. An initial run of the CAOM database will be sent to each PBCA at the beginning of the month to help them to review their entries and discover any they may have missed.

2. CAOM will refresh the CAOM database on the 12th business day of each month and retrieve the reports for each IBPS. These reports are the primary basis for the review of the PBCA's performance against the AQLs and the Annual Work Plan.

3. The CAOM's report is due to the Hub Director by the 30th calendar day of each month.

Attachments: REMS Data Entry Guide
Acceptable Quality of Work Levels